

SERVICE DELIVERY BUDGET IMPLEMENTATION PLAN SDBIP



RICHTERSVELD MUNICIPALITY

2010/2011

REPORTS ON SDBIP - RICHTERSVELD MUNICIPALITY

DEPARTMENT		FUNCTIONAL SECTION
MUNICIPAL MANAGER	1	Office of the Municipal Manager
	2	Head: Administration Services
	3	Head: Infrastructure Services
	4	Head: Financial Services
	5	Office of the Mayor
ADMINISTRATION SERVICES	1	Head: Administration Services
	2	Human Resources
	3	Administration
	4	Information Technology
	5	Caravan Park
	6	Libraries
	7	IDP, LED
	8	Refuse Service
	9	Disaster Management
INFRASTRUCTURE SERVICES	1	Head: Infrastructure Services
	2	Electricity services
	3	Roads Unit
	4	Water Works
	5	Workshops
	6	Parks
		Refuse Service
	8	Sewerage & Draining services
FINANCIAL SERVICES	1	Head: Financial Services
	2	Financial Planning and Control
	3	Financial Operations
	4	Supply Chain Management



SDBIP INFO



THE SDBIP – RICHTERSVELD MUNICIPALITY 2010/2011

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The Service Delivery Budget Implementation Plan (SDBIP) is seen as a contract between the Administration, Council and Community within the boundaries of RICHTERSVELD Municipality expressing the goals and objectives set by the council as quantifiable outcomes that can be implemented by the administration over the next twelve months.

It is a management, implementation and monitoring tool that will assist the Executive Mayor, Councillors, Municipal Manager, Senior Managers and community.

The definition of a SDBIP in accordance with the MFMA 56 of 2003:


“a detailed plan approved by the mayor of a municipality in terms of section 53(1)(c)(ii) for implementing the municipality’s delivery of services and the execution of its annual budget and which must include the following:

(a) projections for each month of-

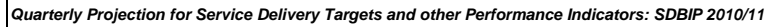
(i) revenue to be collected, by source; and

(ii) operational and capital expenditure, by vote;

(b) service delivery targets and performance indicators for each quarter”.

 Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2010/11														
DEPARTMENT :		MUNICIPAL MANAGER												
Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES		Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS FUNCTION	GFS VOTE
							Target	Target	Target	Target		WARD		
1 OFFICE OF THE MUNICIPAL MANAGER														
2 Corporate Administration Establishment														
3	Established municipal organisation in compliance with legislation through the development, review, and maintenance of service delivery mechanisms	% of Critical vacant posts filled	Municipal Institutional Development and Transformation		4 x Reports		100%	100%	100%	100%	ALL	Org Structure indicating filled/vacant posts	Executive & Council	Executive & Council
4	Management team support	Number of scheduled Management team meetings	Municipal Institutional Development and Transformation		Weekly		100%	100%	100%	100%	ALL	Team meeting minutes	Executive & Council	Executive & Council
5	Audit Committee Establishment	Process plan to establish Committee	Municipal Institutional Development and Transformation		Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No		Plan / meeting minutes where discussion is held to establish Committee	Executive & Council	Executive & Council
6 Corporate HR establishment														
7	Filling of all vacant posts per the organogram	Approved Org Structure % Vacant posts filled	Municipal Institutional Development and Transformation		31-May-11		100%	100%	100%	100%	ALL	Org Structure indicating filled/vacant posts	Executive & Council	Executive & Council
8			Municipal Institutional Development and Transformation				100%	100%	100%	100%	ALL	Org Structure indicating filled/vacant posts	Executive & Council	Executive & Council
9 Financial administration and budget control														
10	Compile, monitor and control departmental budget	% deviation of actual expenditure vs budget	Municipal Financial Viability and Management		Monthly reviewed	5% within budget.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.		Financial System generated report indicating % spend per vote	Executive & Council	Executive & Council
11	Attention to external audit queries	% of Issues Resolved from Audit recovery Plan	Municipal Financial Viability and Management		Quarterly		100%	100%	100%	100%	ALL		Executive & Council	Executive & Council
12 Corporate Council Secretarial Support														
13	Scheduled Council meetings with full preparation	Number of Council meeting minutes	Good Governance and Public Participation		4 x minutes		1 per Quarter	1 per Quarter	1 per Quarter	1 per Quarter	ALL	Minutes of Council Meetings	Executive & Council	Executive & Council
14	Scheduled Special Council meetings	% Attendance to Special Council meetings requested	Good Governance and Public Participation		Ad- Hoc		100%	100%	100%	100%	ALL	Minutes of Council Meetings	Executive & Council	Executive & Council
15	Hold monthly Ward Committees Meetings	Number of Ward Committee meeting minutes	Good Governance and Public Participation		20 Per month		60 sets of Minut	60 sets of Minut	60 sets of Minut	60 sets of Minut	ALL	Minutes of Meetings	Executive & Council	Executive & Council
16 Corporate Intergovernmental Relations														
17	Attended Intergovernmental Relation (IGR) Forum meetings	Number of IGR forum meeting (Technical) minutes	Good Governance and Public Participation		4 x Minutes		1 per Quarter	1 per Quarter	1 per Quarter	1 per Quarter	ALL	Minutes of Meetings	Executive & Council	Executive & Council
18	Implement Intergovernmental Relation Forum resolutions	Report on resolutions implemented	Good Governance and Public Participation		4 x Reports		1 per Quarter	1 per Quarter	1 per Quarter	1 per Quarter	ALL		Executive & Council	Executive & Council
19	Establish and maintain inter-governmental relations	Number of interactions with other governmental institutions	Good Governance and Public Participation				100%	100%	100%	100%	ALL		Executive & Council	Executive & Council
20 Corporate Performance Management														
21	Review Performance Management reports on a quarterly basis	Quarterly Performance Management report	Good Governance and Public Participation		4 x Reports		100%	100%	100%	100%	ALL	Report on PMS	Executive & Council	Executive & Council
22	Complete the 2009/10 financial year Annual Report	Completed Annual Report	Good Governance and Public Participation		1 x Annual Report		100%	100%	100%	100%	ALL	Annual Report	Executive & Council	Executive & Council
23 Occupational Health & Safety Programme														
24	Occupational Health and Safety	Function establishment	Good Governance and Public Participation		Quarterly report		1 report	1 report	1 report	1 report			Executive & Council	Executive & Council

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES		Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
25	Turnaround Strategy programme													
26	Turnaround Strategy indicator progress	Basic Service Delivery	Basic Service Delivery			12/31/2010	100%	100%	100%	100%	ALL	Progress report	Executive & Council	Executive & Council
27		Municipal Institutional Development and Transformation	Municipal Institutional Development and Transformation			12/31/2010	100%	100%	100%	100%	ALL	Progress report	Executive & Council	Executive & Council
28		Local Economic Development (LED)	Local Economic Development (LED)			12/31/2010	100%	100%	100%	100%	ALL	Progress report	Executive & Council	Executive & Council
29		Municipal Financial Viability and Management	Municipal Financial Viability and Management			12/31/2010	100%	100%	100%	100%	ALL	Progress report	Executive & Council	Executive & Council
30											ALL	Progress report	Executive & Council	Executive & Council
31	Head: Administration Services													
32	Overall Function Effectiveness/Efficiency	Operational Efficacy			Bottom Up						ALL			
33	Head: Infrastructure Services													
34	Overall Function Effectiveness/Efficiency	Operational Efficacy			Bottom Up						ALL			
35	Head: Financial Services													
36	Overall Function Effectiveness/Efficiency	Operational Efficacy			Bottom Up						ALL			
37	Office of the Mayor													
38	Overall Function Effectiveness/Efficiency	Operational Efficacy			Bottom Up						ALL			
39	OFFICE OF THE MAYOR													
40	Council Secretarial													
41	Compilation and distribution of Agendas for all Council, Committee and other meetings of the Council	Number of agendas distributed within 7 days	Good Governance and Public Participation		According to approved schedule			100%	100%	100%	ALL		Executive & Council	Executive & Council
42	Compilation and safe keeping of minutes of all meetings of the Council and its Committees.	Number of minutes compiled and kept safe	Good Governance and Public Participation		1 set per meeting			100%	100%	100%	ALL	Register of all meetings that indicate file where minutes is kept	Executive & Council	Executive & Council
43	The compilation and submission of Council resolutions to the Municipal Manager	Number of Council resolutions not submitted to MM within 72 hours	Good Governance and Public Participation		within 72 hours			100%	100%	100%	ALL	File of All Council Resolutions	Executive & Council	Executive & Council



Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES		Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN	WARD	MONITORING	GFS	GFS
							Target	Target	Target	Target		EVIDENCE	FUNCTION	VOTE
1 ADMINISTRATION SERVICES OFFICE														
2	Financial Administrative control of departmental budget													
3	Continuous monitoring of departmental expenditure against budgets	Monthly report on expenditure	Municipal Financial Viability and Management		12 x Reports	Monthly		100%	100%	100%	ALL	Financial System generated report indicating % spend per vote	Executive & Council	Executive & Council
4	Attention to external audit queries	% of queries resolved within due date	Municipal Financial Viability and Management					100%	100%	100%	ALL		Executive & Council	Executive & Council
5	Communication and administrative duties													
6	Municipal communications	Number of communication forum meetings	Basic Service Delivery								ALL	Meeting minutes	Executive & Council	Executive & Council
7	Administration of client queries	% of queries attended to within 7 days	Basic Service Delivery		70%		70%	80%	100%	100%	ALL	Log book of queries	Executive & Council	Executive & Council
8	Committee and council resolution monitoring	Register of resolutions distributed and executed	Good Governance and Public Participation		Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	ALL		Finance & Admin	Finance
9	Performance Management related matters													
10	Manage department's performance management process	Approved SDBIP (Directorate)	Good Governance and Public Participation		SDBIP approved	28 June 2011	1SDBIP approved				ALL	SDBIP on System	Finance & Admin	Other Admin
11	SDBIP Reports	SDBIP Quarterly Reports	Good Governance and Public Participation		4 Reports	Quarterly	Quarterly report	Quarterly report	Quarterly report	Quarterly report	ALL		Finance & Admin	Other Admin
12	Annual Report	Required information submitted for completion of Annual Report	Good Governance and Public Participation		Submitted	31/11/2011	0	0	1	1	ALL		Finance & Admin	Other Admin
13	Municipal HR Establishment													
14	Human Resource establishment	Number of reviewed and development of new HR policies	Municipal Institutional Development and Transformation								ALL	Policy	Finance & Admin	Finance
15		Number of planned staff interactions	Municipal Institutional Development and Transformation		Monthly meetings		3 meetings	3 meetings	3 meetings	3 meetings	ALL		Finance & Admin	Finance
												Departmental Meeting minutes		
16	Turnaround Strategy programme													
17	Public participation policies and plans	Approved communication strategy	Basic Service Delivery		Strategy quarterly newsletter	31-Dec	N/a	Completion	Approval			Completed Strategy	Executive & Council	Executive & Council
18		Newsletter published	Basic Service Delivery			31-Dec						Copies of Newsletter	Executive & Council	Executive & Council
19	LED Strategy adopted by Council	Complete Review and adoption of LED Strategy	Good Governance and Public Participation		Completed Strategy		100%	100%	100%	100%	ALL	LED Strategy	Executive & Council	Executive & Council
20						31-Dec					ALL		Executive & Council	Executive & Council
21	Human Resources													
22	Overall Function Effectiveness/Efficiency	Operational Efficacy			Yes									
23	Administration													
24	Overall Function Effectiveness/Efficiency	Operational Efficacy			Yes									
25	Information Technology													
26	Overall Function Effectiveness/Efficiency	Operational Efficacy			Yes									
27	Caravan Park													
28	Overall Function Effectiveness/Efficiency	Operational Efficacy			Yes									
29	Libraries													
30	Overall Function Effectiveness/Efficiency													
31	IDP, LED													
32	Overall Function Effectiveness/Efficiency	Operational Efficacy			Yes									
33	Disaster Management													
34	Overall Function Effectiveness/Efficiency	Operational Efficacy			Yes									

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES		Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
35	HUMAN RESOURCES													
36	Management Functions													
37	Compile HR Strategy	Completed HR Strategy	Good Governance and Public Participation		Jun-11			100%	100%	100%	ALL	Strategy Document	Executive & Council	Executive & Council
38	Update job descriptions and duty lists	% of new post with Job descriptions	Municipal Institutional Development and Transformation		100%			100%	100%	100%	ALL	Post without job descriptions	Executive & Council	Executive & Council
39	Review and submit the Employment Equity Plan										ALL	EE Plan	Executive & Council	Executive & Council
40	Upgrade current policies and compile new policies	Number of policies updated	Municipal Institutional Development and Transformation	?	?			100%	100%	100%	ALL		Executive & Council	Executive & Council
41	Ensure effective control over leave management on a monthly basis	Leave register updated on monthly basis	Municipal Institutional Development and Transformation	12 x Reports				100%	100%	100%	ALL	Leave register	Executive & Council	Executive & Council
42		Compile Leave register on Promun (Mun System)	Municipal Institutional Development and Transformation								ALL	Printout of leave summary from Fin System		
43	Labour Relations													
44	Manages labour relations effectively	Minutes of LLF Meetings submitted to Council	Good Governance and Public Participation	6 x Reports	bi-monthly			100%	100%	100%	ALL	Minutes of Meetings	Executive & Council	Executive & Council
45		Monthly report on Disciplinary actions to council	Good Governance and Public Participation	12 times per year	monthly						ALL	Report to council		
46	Training and development													
47	Compile and submit Workplace Skills Plan (WSP)	Updated WSP	Good Governance and Public Participation	1 x WSP	30-Jun-11			100%	100%	100%	ALL	WSP	Executive & Council	Executive & Council
48	Report quarterly on the Workplace Skills Place (WSP)										ALL		Executive & Council	Executive & Council
49		Monthly Training Reports	Good Governance and Public Participation	12 x Reports							ALL	Report	Executive & Council	Executive & Council
50	ADMINISTRATION													
51	Archive Services													
52	Incoming correspondence (letters, facsimiles, e-mail, memorandums) Indexed on System	Post Register Updated	Municipal Institutional Development and Transformation	12 x Reports		Daily		100%	100%	100%	ALL	Updated Post register	Finance & Admin	Finance
53	Cleaning services													
54	Cleaning of Offices	% satisfaction of Staff regarding Clean Offices	Municipal Institutional Development and Transformation					100%	100%	100%	ALL	Survey results	Finance & Admin	Finance
55	INFORMATION TECHNOLOGY													
56	Technical and Support													
57	Training to end users - Software support	% requested to completed	Basic Service Delivery		100%	Ad-Hoc basis					ALL	Log sheet	Finance & Admin	Finance
58	Daily maintenance of network, hardware and software	% of service calls logged vs completed	Municipal Institutional Development and Transformation		80% of calls logged attended to.		80%	80%	80%	80%	ALL	Log sheet	Finance & Admin	Finance
59	General Management IT Section													
60	Determine IT requirements	IDP & Capital Budget Input	Basic Service Delivery			Mar-10	1	1	1	1	ALL		Finance & Admin	Finance
61	Procurement of IT Equipment	% of Capital Budget spend	Basic Service Delivery		100%	Quarterly					ALL	Budget report Printout	Finance & Admin	Finance
62	LED, IDP													
63	Local Economic Development													
64	LED strategy	Approved LED Strategy	Basic Service Delivery		Strategy	6/30/2010	NA	1 report	1 report	1 report	ALL	see Turnaround Strategy KPI	Executive & Council	Executive & Council
65	DISASTER MANAGEMENT													
66	Disaster Management													
67	Disaster Control	Regional Disaster Management Plan	Basic Service Delivery		1 x Plan	Dec-10	100%	100%	100%	100%	ALL		Executive & Council	Executive & Council
68		% incidents responded vs requested	Basic Service Delivery								ALL		Executive & Council	Executive & Council
69		Quarterly incident reports to Council and Prov Dept	Basic Service Delivery								ALL		Executive & Council	Executive & Council
70	Education and Awareness	Quarterly Awareness programme	Basic Service Delivery		Quarterly						ALL		Executive & Council	Executive & Council
71		Number of awareness campaigns completed.	Basic Service Delivery		Quarterly						ALL		Executive & Council	Executive & Council

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES		Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
72	LIBRARY SERVICES													
73	Management of municipal library services													
74	Library facilities	3 facilities functional	Basic Service Delivery		Yes / No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
75	Managing of the provincial library	Compile library business plan	Basic Service Delivery		Business Plan		Business Plan				ALL	monthly report Library	Executive & Council	Executive & Council
76		Transfer payments	Basic Service Delivery								ALL	monthly report Library	Executive & Council	Executive & Council
77		Monthly reports to provincial library services	Basic Service Delivery		Monthly reports		3 reports	3 reports	3 reports	3 reports	ALL	monthly report Library	Executive & Council	Executive & Council
78		Availability of Internet services	Basic Service Delivery		Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
79	Coordinate Operational service	Availability of IT infrastructure	Basic Service Delivery		Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
80		Reference search support	Basic Service Delivery		Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
81		Report on books and magazines issued	Basic Service Delivery		Monthly reports		3 reports	3 reports	3 reports	3 reports	ALL	monthly report Library	Executive & Council	Executive & Council
82		Accessability to Audio visual material	Basic Service Delivery		Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
83		Availability of facsimile service to public	Basic Service Delivery		Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
84		Availability of photocopying service to public	Basic Service Delivery		Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	ALL	monthly report Library	Executive & Council	Executive & Council
85	CARAVAN PARK													
86	Caravan Park Admin													
87	Manage holiday resorts	% Utilisation of Chalets	Basic Service Delivery		Monthly reports		3 reports	3 reports	3 reports	3 reports	ALL	Booking Register	Executive & Council	Executive & Council
88		Maintenance needs report	Basic Service Delivery		Monthly reports	6/30/2010					ALL		Executive & Council	Executive & Council
89		Incidence Register implemented	Basic Service Delivery			6/30/2010					ALL	Incident register	Executive & Council	Executive & Council
90		Incident register updated	Basic Service Delivery		1 report%	6/30/2011					ALL	Incident register updated	Executive & Council	Executive & Council




Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2010/11

DEPARTMENT :

INFRASTRUCTURE

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	KPA	Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
							Target	Target	Target	Target	WARD	EVIDENCE	FUNCTION	VOTE
1 INFRASTRUCTURE SERVICES OFFICE														
2	Financial Administrative control of departmental budget													
3	Continuous monitoring of departmental expenditure against budgets	Monthly report on expenditure	Municipal Financial Viability and Management		12 x Reports			100%	100%	100%	ALL	Financial System generated report indicating % spend per vote	Executive & Council	Executive & Council
4	Complying to budget objectives of capital spending	Monthly report on capital spending	Municipal Financial Viability and Management		12 x Reports			100%	100%	100%	ALL	Financial System generated report indicating % spend per vote	Executive & Council	Executive & Council
5	Attention to external audit queries	% of queries resolved within due date	Municipal Financial Viability and Management					100%	100%	100%	ALL		Executive & Council	Executive & Council
6	Communication and administrative duties													
7	Effective departmental communication – attendance of meetings, training and congresses	Quarterly report on communication	Municipal Institutional Development		4 x Report			100%	100%	100%	ALL		Executive & Council	Executive & Council
8	Staff meeting	Quarterly meetings: Minutes & Agendas	Municipal Institutional Development and Transformation					100%	100%	100%	ALL	Minutes of Meeting	Executive & Council	Executive & Council
9	Human Resource Management													
10	Human Resource establishment	% of critical posts filled per the staff establishment schedule	Basic Service Delivery								ALL		Executive & Council	Executive & Council
11	Manage technical services personnel	Number of planned staff interactions	Basic Service Delivery		Monthly meetings		3 meetings	3 meetings	3 meetings	3 meetings	ALL		Executive & Council	Executive & Council
12	Occupational Health & Safety function													
13	Occupational Health and Safety	Approved plan	Basic Service Delivery		30-Jun-10		Yes / No	Yes / No	Yes / No	Yes / No	ALL	OHS Plan	Executive & Council	Executive & Council
14	Performance Management related matters													
15	Manage department's performance management process	Approved SDBIP (Directorate)	Good Governance and Public Participation		SDBIP approved	28 June 2010	1SDBIP approved				ALL		Finance & Admin	Other Admin
16	SDBIP Reports	SDBIP Quarterly Reports	Good Governance and Public Participation		4 Reports	Quarterly	Quarterly report	Quarterly report	Quarterly report	Quarterly report	ALL	SDBIP	Finance & Admin	Other Admin
17	Annual Report	Required information submitted for compilation of Annual Report	Good Governance and Public Participation		Submitted	31/11/2010	0	0	1	1	ALL	PMS Report	Finance & Admin	Other Admin
18	Turnaround Strategy programme													
19	Access to water, management and maintenance	Readiness Study for the construction of a desalination plant.	Basic Service Delivery		Readiness assessm	12/31/2010	100%	100%	100%	100%	ALL	Evidence that Study had been conducted - Report	Executive & Council	Executive & Council
20		Completion of the Kuboes water pipeline	Basic Service Delivery			12/31/2010	100%	100%	100%	100%	ALL	Project completion report	Executive & Council	Executive & Council
21		Installing of water pressure towers.	Basic Service Delivery			12/31/2010	100%	100%	100%	100%	ALL	Project completion report	Executive & Council	Executive & Council
22	Repairs and Maintenance provision	Preparation and implementation of operation and maintenance plan	Basic Service Delivery			12/31/2010	100%	100%	100%	100%	ALL	Plan in place	Executive & Council	Executive & Council
23	Electricity services													
24	Establishment and management of Electricity Services	Service Operational - Bottom - Up	Basic Service Delivery		100%	6/30/2010	100%	100%	100%	100%	ALL		Executive & Council	Executive & Council
25	Roads Unit													
26	Establishment and management of Roads Unit	Service Operational - Bottom - Up	Basic Service Delivery		Yes	6/30/2010	100%	100%	100%	100%	ALL		Executive & Council	Executive & Council
27	Water Works													
28	Establishment and management of Water Works										ALL		Executive & Council	Executive & Council

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	KPA	Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN			MONITORING	GFS	GFS
29	Workshops														
30	Establishment and management of Workshops	Service Operational - Bottom - Up	Basic Service Delivery		100%	6/30/2010	100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
31	Parks														
32	Establishment and management of Parks	Service Operational - Bottom - Up	Basic Service Delivery		100%	6/30/2010	100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
33	Building services														
34	Establishment and management of building services - Operational	Service Operational - Bottom - Up	Basic Service Delivery		100%	6/30/2010	100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
35	Sewerage & Draining services														
36	Establishment and management of Sewerage & Draining services - Operational	Service Operational - Bottom - Up	Basic Service Delivery		100%	6/30/2010	100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
37	Refuse services														
38	Establishment and management of Refuse service- Operational	Service Operational - Bottom - Up	Basic Service Delivery		100%	6/30/2010	100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
39	ELECTRICAL SERVICES														
40	Maintenance														
41	Conduct repairs	% of requests attended to	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		log book	Executive & Council	Executive & Council
42	Connections														
43	Electricity Connections	% of connections in relation to requests	Basic Service Delivery		21 days		100%	100%	100%	100%	ALL		log book	Executive & Council	Executive & Council
44	WATER WORKS														
45	Water Distribution														
46	Attend to leaks, bursts and queries										ALL		log book	Executive & Council	Executive & Council
47	Meter connections	New connections: % of requests executed	Basic Service Delivery		As and when required	100% compliance	100%	100%	100%	100%	ALL		log book	Executive & Council	Executive & Council
48		Meter replacements: % of requests executed	Basic Service Delivery		As and when required	100% compliance	100%	100%	100%	100%	ALL		log book	Executive & Council	Executive & Council
49	Water Purification														
50	Compliance with DWA guidelines	% compliance with DWA guidelines (Blue Drop Status)	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Status report	Executive & Council	Executive & Council
51	Monitoring of water quality	Water tests conducted on Monthly basis	Basic Service Delivery			12 reports (tests)					ALL		log book	Executive & Council	Executive & Council
52	PARKS														
53	Parks and Cemeteries														
54	Conduct turf Maintenance (Sports grounds)										ALL			Executive & Council	Executive & Council
55	Cemeteries : Terrain maintenance	Adherence to maintenance programme	Basic Service Delivery		ongoing		100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
56	Burial register	Register updated	Basic Service Delivery		Yes		100%	100%	100%	100%	ALL		Updated Register	Executive & Council	Executive & Council
57	BUILDING SERVICES														
58	Building Control														
59	Conduct building site inspections	% requests for inspections executed	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
60	Security														
61	Incident Register	Incidence Register implemented	Basic Service Delivery		12 x Reports		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
62	SEWERAGE & DRAINING														
63	Sewerage works														
64	Sewer tank Suctions	% of requests attended to	Basic Service Delivery		As and when required	100% compliance	100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
65	Attend to sewer blockages and queries	% of blockages unblocked	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
66	WORKSHOPS														
67	Workshops														
68	Execute maintenance	% of requests attended to	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
69	Vehicle service records	% service records	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
70	Vehicle operational	% vehicles in operation	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
71	ROADS UNIT														
72	Roads														
73	Conduct maintenance		Basic Service Delivery		100%		100%	100%	100%	100%	ALL			Executive & Council	Executive & Council
74	Grading of roads	% of maintenance requests executed Distance graded (KM)	Basic Service Delivery			12 x Reports	12000	12000	1	1	ALL		Log book	Executive & Council	Executive & Council
75	REFUSE REMOVAL														
76	Refuse removal														
77	Refuse collections	% compliance with collection programme	Basic Service Delivery		As and when required	100% compliance	100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
78	Refuse site	Application for Licensing	Basic Service Delivery		100%		100%	100%	100%	100%	ALL		Log book	Executive & Council	Executive & Council
79															

 Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2010/11														
DEPARTMENT :			FINANCIAL SERVICES											
Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	KPA	Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
							Target	Target	Target	Target	WARD	EVIDENCE	FUNCTION	VOTE
1 HEAD: FINANCIAL SERVICES (CFO)														
2	Financial administrative control of departmental budget													
3	Develop, monitor and control directorate's budget	Actual operational expenditure as a % of approved expenditure	Municipal Financial Viability and Management	-	95%	Quarterly	?	?	?	?	ALL	Financial System generated report indicating % spend per vote	Finance & Admin	Finance
4		Actual operational revenue as a % of approved revenue	Municipal Financial Viability and Management	-	99%	Quarterly	?	?	?	?	ALL	Financial System generated report indicating % spend per vote	Finance & Admin	Finance
5		% of capital budget spent	Municipal Financial Viability and Management	-	95%	Quarterly	N/A	?	?	?	ALL	Financial System generated report indicating % spend per vote	Finance & Admin	Finance
6		Control IDP projects (capital) assigned to department	Municipal Financial Viability and Management	-	Report by date (SDBIP)	Quarterly	N/A	?	?	?	ALL	Status Report	Finance & Admin	Finance
7	Human Resource Management													
8	Plan, monitor and control HR requirements	Compliance with HR policies	Municipal Financial Viability and Management	-	100%	Daily	100%	100%	100%	100%	ALL		Finance & Admin	Finance
9	Manage financial services personnel	Monthly meetings to communicate port folio committees / Executive Committee / Council resolutions and operational activities to take place	Municipal Financial Viability and Management	-	Meetings per month	Monthly	3	3	3	3	ALL	Minutes of Meetings	Finance & Admin	Finance
10	Policy guidance on institutional and financial matters													
11	Develop new policies, By-Laws and procedures	Updated register	Municipal Financial Viability and Management	-	Updated	31/05/2010	N/A	N/A	N/A	100%	ALL	Updated register	Finance & Admin	Finance
12	Review policies, By-Laws and procedures	Updated register	Municipal Financial Viability and Management	-	Updated	31/05/2010	N/A	N/A	N/A	100%	ALL	Updated register	Finance & Admin	Finance
13	Review Policies and By-Laws	Reviewed and approved Municipal Property Rates Policy and By-Law	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
14		Reviewed and approved Tariff Policy and By-Law	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
15		Reviewed and approved Cust. Care, Credit Control, Debt Col. and Ind. Household Policy and By-Law	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
16		Reviewed and approved Write-Off of Irrecoverable Debt Policy	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
17		Reviewed and approved Supply Chain Management Policy	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
18		Reviewed and approved Asset Management Policy	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
19		Reviewed and approved Investment Policy	Municipal Financial Viability and Management	-	Approved	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	KPA	Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
20	Performance Management related matters													
21	Manage department's performance management process	Approved SDBIP (Directorate)	Good Governance and Public Participation		SDBIP approved	28 June 2010	1	SDBIP approved				ALL	Finance & Admin	Finance
22	SDBIP Reports	SDBIP Quarterly Reports	Good Governance and Public Participation		4 Reports	Quarterly	Quarterly report	Quarterly report	Quarterly report	Quarterly report	ALL		Finance & Admin	Other Admin
23	Annual Report	Required information submitted for compilation of Annual Report	Good Governance and Public Participation		Submitted	31/11/2010	0	0	1	1	ALL		Finance & Admin	Finance
24	Timeously preparation and submission of Annual Financial Statements to the Auditor-General	Completed Annual Financial Statements	Good Governance and Public Participation		1 x AFS	Aug-10	1	1	1	1	ALL	Completed Annual Financial Statements	Finance & Admin	Finance
25	Timeously approval of annual budget as per required timeframe of MFMA	Approved Budget	Municipal Financial Viability and Management		1 x Budget	May-10	1	1	1	1	ALL	Approved Budget	Finance & Admin	Finance
26	Coordinate Queries from Auditor general	% of Audit queries attended to	Good Governance and Public Participation		1 x Report	Daily	1	0.01	1	1	ALL		Finance & Admin	Finance
27	Implementation on AG Recommendations	Recovery Plan	Good Governance and Public Participation								ALL		Finance & Admin	Finance
28	Turnaround Strategy programme													
29	Complete review of Indigent register	Indigent register free from duplicates	Basic Service			12/31/2010	100%	100%	100%	100%	ALL		Executive & Council	Executive & Council
30											ALL		Executive & Council	Executive & Council
28	Financial Planning and Control													
29	Function operational	Bottom up									ALL		Finance & Admin	Finance
30	Financial Operations													
31	Function operational	Bottom up									ALL		Finance & Admin	Finance
32	Supply Chain Management													
33	Function operational	Bottom up									ALL		Finance & Admin	Finance
34	FINANCIAL PLANNING AND CONTROL													
35	Reports													
36	MFMA monthly reports to Council, National Treasury, Provincial Treasury										ALL		Finance & Admin	Finance
37	MFMA quarterly reports to Council, National Treasury, Provincial Treasury	Quarterly Report	Municipal Financial Viability and Management		4 x Reports	Daily	1	1	1	1	ALL		Finance & Admin	Finance
38	FINANCIAL OPERATIONS													
39	Financial Operations													
40	Bank reconciliations	Monthly Bank recons	Municipal Financial Viability and Management		12	monthly					ALL		Finance & Admin	Finance
41	Budget Reports	Monthly Variance reports to Departments	Municipal Financial Viability and Management								ALL	Monthly Variance reports to Departments	Finance & Admin	Finance
42	Creditors payment administration	No Creditors older than 30 days	Municipal Financial Viability		4 x Reports	Quarterly	1	1	1	1	ALL	System report - creditors	Finance & Admin	Finance
43		Loans Register updated on a quarterly basis	Municipal Financial Viability and Management								ALL	Updated register	Finance & Admin	Finance
44	External Loans Register	Principal repayments not honoured as a percentage of total loan repayment commitments	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
45											ALL		Finance & Admin	Finance
46	Cash received (direct deposits) administration										ALL		Finance & Admin	Finance
47	Insurance of All Assets	Insurance policy confirming insurance of assets	Municipal Financial Viability and Management		Annually						ALL	register of claims	Finance & Admin	Finance
48	Billing administration	Report % of insurance claims incidents not concluded	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
		Timeous rendering of monthly accounts	Municipal Financial Viability and Management		20th of each month						ALL		Finance & Admin	Finance

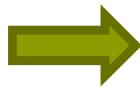
Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	KPA	Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
49	Debtors administration	Debt coverage (operating revenue-operating grants/debt payments due)	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
50		Current debtors as a % of total outstanding debtors	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
51	Collections	% debtor payments	Municipal Financial Viability and Management		70% payment Rate	6/30/2010		1	1	1	ALL		Finance & Admin	Finance
52	Free Basic Services	Number of households earning less than the amount approved by Council (2x old age pension allowance per month) with access to free basic services	Municipal Financial Viability and Management	230 households							ALL		Finance & Admin	Finance
53											ALL		Finance & Admin	Finance
54	VAT Reconciliations	Timely submission of Bi-monthly Vat Returns	Municipal Financial Viability and Management		Bi Monthly	6 Vat Returns					ALL		Finance & Admin	Finance
55	Payroll Administration													
56	Salary payment administration	Timeous payment of Councillors and officials	Municipal Financial Viability and Management	-	12 times	Last day of each month	100%	100%	100%	100%	ALL		Finance & Admin	Finance
57		Timeous payment of third parties	Municipal Financial Viability and Management	-	12 times	Last day of each month	100%	100%	100%	100%	ALL		Finance & Admin	Finance
58		Timeous issuing of IRP5's	Municipal Financial Viability and Management	-	By 31/05/2011 (2011 tax year)	Yearly	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
59	Municipal Property Valuation													
60	Interim Valuations	Manage yearly Interim Valuation Roll (IVR), objections and appeals / Rulings of Valuation Appeal Board included in terms of Process Plan	Municipal Financial Viability and Management	-	Everything finalised	31/05/2011	100%	N/A	N/A	100%	ALL		Finance & Admin	Finance
61	Maintain Municipal Valuation Roll on Municipal Financial System	Update GVR into financial system	Municipal Financial Viability and Management	-	Updated	31/03/2010	100%	N/A	100%	100%	ALL		Finance & Admin	Finance
62		Update IVR into Financial System	Municipal Financial Viability and Management	-	Updated	31/05/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
63	SUPPLY CHAIN MANAGEMENT													
64	Supply Chain Management Office													
65	Ensure implementation of the supply chain policy	Compiled SCM Policy	Municipal Financial Viability and Management		4 x Reports	Quarterly	1	1	1	1	ALL	Policy	Finance & Admin	Finance
66	Maintenance of vendor database - Compliance with regulations/policy	Request in writing present vendors to re-register on database	Municipal Financial Viability and Management	-	Yearly	10/31/2011	N/A	100%	100%	100%	ALL	Advertisement	Finance & Admin	Finance
67	Assets & Stores													
68	Maintain Assets	Yearly reconciled Assets Register	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
69		Annual Inventory reconciliation Register	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
70		Updated asset disposal register	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
71	Stores Management	Monthly stores reconciliations	Municipal Financial Viability and Management								ALL		Finance & Admin	Finance
72	Disposal of redundant materials and assets	Arrange auction/s for the disposal of redundant stock	Municipal Financial Viability and Management	-	Yearly	30/06/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	KPA	Baseline	Annual Target	Target Date	SEP	DEC	MAR	JUN		MONITORING	GFS	GFS
73	Budgeting													
74	Prepare budget process plan	Approved budget process plan	Municipal Financial Viability and Management	-	Approved	8/31/2010	100%	100%	100%	100%	ALL	Plan	Finance & Admin	Finance
75	Financial Plan	Approved Financial Plan for inclusion in the IDP	Municipal Financial Viability and Management	-	Approved	11/30/2010	N/A	100%	100%	100%	ALL	Plan	Finance & Admin	Finance
76	Compilation of Budget	2010/2011 Approved Budget in terms of Budget Process Plan	Municipal Financial Viability and Management	-	Approved	5/31/2010	N/A	N/A	N/A	100%	ALL	budget	Finance & Admin	Finance
77		2009/2010 Approved Adjustment Budget	Municipal Financial Viability and Management	-	Approved	28/02/2010	N/A	N/A	100%	100%	ALL	Adjusted budget	Finance & Admin	Finance
78	Asset management													
79	Updated Assets Register	Maintain Assets Register through the creation of reference numbers for each asset to be procured	Municipal Financial Viability and Management	-	Maintained	Daily	100%	100%	100%	100%	ALL		Finance & Admin	Finance
80		Report of proof that annual verification of assets took place	Municipal Financial Viability and Management	-	Report submitted	30/06/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
81	Disposal of assets	Obtain Council approval of assets to be disposed of that is not needed for basic service delivery	Municipal Financial Viability and Management	-	Approval	30/06/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
82	Insurance of Assets													
83	Assets insurance administration	Insurance policy confirming insurance of assets	Municipal Financial Viability and Management	-	Policy	7/1/2010	100%	100%	100%	100%	ALL	policy	Finance & Admin	Finance
84		Appointment of insurer for 2010/2011 financial year through competitive bidding process	Municipal Financial Viability and Management	-	Appointed Service provider	30/06/2010	N/A	N/A	N/A	100%	ALL		Finance & Admin	Finance
85		Report % of insurance claims incidents not concluded	Municipal Financial Viability and Management	-	Monthly to Council	Monthly	100%	100%	100%	100%	ALL		Finance & Admin	Finance

NATIONAL KEY PERFORMANCE INDICATORS																																																																																																					
1.1	1.1.1	1.1.1.1	1.1.1.2	1.1.1.3	1.1.1.4	1.1.1.5	1.1.1.6	1.1.1.7	1.1.1.8	1.1.1.9	1.1.1.10	1.1.1.11	1.1.1.12	1.1.1.13	1.1.1.14	1.1.1.15	1.1.1.16	1.1.1.17	1.1.1.18	1.1.1.19	1.1.1.20	1.1.1.21	1.1.1.22	1.1.1.23	1.1.1.24	1.1.1.25	1.1.1.26	1.1.1.27	1.1.1.28	1.1.1.29	1.1.1.30	1.1.1.31	1.1.1.32	1.1.1.33	1.1.1.34	1.1.1.35	1.1.1.36	1.1.1.37	1.1.1.38	1.1.1.39	1.1.1.40	1.1.1.41	1.1.1.42	1.1.1.43	1.1.1.44	1.1.1.45	1.1.1.46	1.1.1.47	1.1.1.48	1.1.1.49	1.1.1.50	1.1.1.51	1.1.1.52	1.1.1.53	1.1.1.54	1.1.1.55	1.1.1.56	1.1.1.57	1.1.1.58	1.1.1.59	1.1.1.60	1.1.1.61	1.1.1.62	1.1.1.63	1.1.1.64	1.1.1.65	1.1.1.66	1.1.1.67	1.1.1.68	1.1.1.69	1.1.1.70	1.1.1.71	1.1.1.72	1.1.1.73	1.1.1.74	1.1.1.75	1.1.1.76	1.1.1.77	1.1.1.78	1.1.1.79	1.1.1.80	1.1.1.81	1.1.1.82	1.1.1.83	1.1.1.84	1.1.1.85	1.1.1.86	1.1.1.87	1.1.1.88	1.1.1.89	1.1.1.90	1.1.1.91	1.1.1.92	1.1.1.93	1.1.1.94	1.1.1.95	1.1.1.96	1.1.1.97	1.1.1.98	1.1.1.99	1.1.1.100

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**Revenue BY SOURCE :
VIA FINANCIAL SYSTEM**



**REVENUE BY VOTE :
VIA FINANCIAL SYSTEM**



OPEX BY VOTE :
VIA FINANCIAL SYSTEM



**CAPEX BY VOTE :
VIA FINANCIAL SYSTEM**